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Minimum Qualification Specifications
for the Class:

CLAIMS MANAGEMENT SPECIALIST V

Pre-requisite Knowledge, Skills and Abilities:

Knowledge of: Principles and practices of claims management; claims investigation and settlement techniques; and various types and purposes of insurance policies and coverage.

Ability to: Investigate, evaluate, and settle liability, property and automobile no-fault claims; effectively estimate risk values to establish loss reserves; review and interpret contractor's and vendor's insurance contracts and other documents to assure the adequate coverage of loss exposure; write clear and concise investigation reports, program guidelines and procedures; maintain effective working relationships with claims management personnel; and speak with individuals and before large groups for the purpose of providing information and explaining claims management policies and procedures.

Basic Education/Experience Requirements:

Graduation from an accredited four (4) year college or university with a bachelor's degree. Excess work experience as described below, or any other progressively responsible professional or analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements:

Specialized Experience: Three and one-half (3-1/2) years of progressively responsible professional work experience

which involved investigating, analyzing and settling claims of property damage, automobile no-fault, and liability for insurance companies and/or self-insured programs of government and/or major private organizations; and providing professional guidance and advice to others on claims management and related issues. Such experience must have demonstrated knowledge of claims management principles and practices, claims investigation and settlement techniques; and various types and purposes of insurance policies and coverage.

Substitutions Allowed:

Possession of a Chartered Property and Casualty Underwriter (CPCU) professional designation may be substituted for one-half (1/2) year of the required Specialized Experience.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

License Required:

Possession of a current State of Hawaii Independent Adjuster license.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position with or without reasonable accommodation will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director of Human Resources Development.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

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This is an amendment to the minimum qualification specification for the class CLAIMS MANAGEMENT SPECIALIST V (formerly titled Claims Management Specialist), which was approved on October 20, 1995.

DATE APPROVED: 6/6/01

DAVIS K. YOGI
Director of Human Resources

Development